ANGÉLICA INFANTE-GREEN
Commissioner

HARRISON PETERS
Superintendent

Providence
Schools

Addendum #1

Translation and Interpretation Services FY22

Issue Date: May 19, 2021

Bids Due: June 2, 2021

1. Do the Background checks have to be done on the interpreters for the On-site events? Can the background checks be procured after the award of the contract?
   - Yes, background checks must be done for interpreters for on-site events. Those checks can be conducted after the award of the contract.

2. Is there a current vendor? Would you consider sharing the current rates with them?

Vendor Type	Vendor	Language	Price
OTP	Lionbridge	Spanish	$0.45/min
OTP	Lionbridge	All other languages	$0.65/min
Translation	Global Interpreting Network	Spanish	$0.10/word
Translation	Global Interpreting Network	Arabic, Swahili, Portuguese	$0.15/word
Translation	Global Interpreting Network	Creole, Khmer, Quiche	$0.17/word
Video Remote Interpretation	Language Link	All languages	$0.89/ min

3. As our company is outside of RI State, it is not possible to provide in-person interpreting services. Is it possible to bid for written translation services only?
   - Yes

4. Will you need an hourly rate for in-person meetings or hourly long meetings?
    - You can include hourly rates for in person meetings. But if you offer rates per minute for in person meetings, please include them as well.

5. Does a vendor have to bid for all services, or can it bid one or two of the services?
    - No. Vendors can bid for one or two of the services.

6. What type of lead time would we have before going live once we have been chosen as a provider?
    - We would like to go live on July 1, 2021

7. What are the rate caps for each of the services?
    - There are no rate caps for each of these services

8. Will you require any custom reporting?
    - Monthly usage report for translation/ Interpretation services for district and also broken down by school

9. Are there any penalties associated with not meeting established SLAs?
    - If vendor repeatedly demonstrates an inability to meet established SLAs, the school department will look to award a new or additional bidder to meet our needs. Award of the contract is not a guarantee of work.

10. Can you please provide the estimated breakdown of spend for Over-the Phone Interpretation (OPI), Video Remote Interpretation (VRI), and On-Site Interpretation (OSI) Services through the duration of the last contract term?
    - For Over-the-Phone Interpretation please refer to the table provided.

11. Are you able to provide a summary of languages used for Over-the Phone Interpretation (OPI), Video Remote Interpretation (VRI), and On-Site Interpretation (OSI) Services for the duration of the last contract term?
    - Please refer to the table provided below.

12. How many minutes of Over-the Phone Interpretation (OPI) Services were billed in the previous year?
    - For Over-the-Phone Interpretation please refer to the table provided.

13. How many minutes of Video Remote Interpretation (VRI) Services were billed in the previous year?
    - This data point is not available.

14. How many hours of On-Site Interpretation (OSI) Services were billed in the previous year?
    - This data point is not available.

15. What challenges do departments currently face with Over-the Phone Interpretation (OPI), Video Remote Interpretation (VRI), and On-Site Interpretation (OSI) Services?

Over the Phone Interpretation Challenges-

    - Sometimes it has been difficult to get Quiche interpreters immediately
    - Sometimes there is distracting background noise on the calls

Video Remote Interpretation Challenges

    - Background noise, voice hard to hear, a few times the interpreter was only available for 15 min or on another occasion 30 min. Interpreter was needed for a webinar for 2 hours.

On Site Interpretation Challenges

    - Did not use this service this year

16. Are there any specific requirements regarding the location/base of the interpreters?
    - No. As long as they are able to provide the interpretation/ translation services that we need.
    - Interpreters should have experience using interpretation equipment for in person services, and experience interpreting in remote webinars for video/ remote interpretation.

17. What type of data is collected by current vendors?
    - Usage data by location including duration and language, and customer survey data.

18. Will there be opportunities to integrate interactive voice response (IVR) with regards to Over-the Phone Interpretation (OPI)?
    - OPI needs to be provided by a live human interpreter , but the district is open to working with IVR when users are selecting the language needed for OPI

19. Will Third Party (3P) calls be required?
    - Yes.

20. What type of advance notice will be provided for On-Site Interpretation (OSI) appointments?
    - Minimum 1 week in advance

21. What are the expected SLAs for OPI and VRI?

- OPI services will be provided with undue delay.
- VRI services will be provided either through pre scheduled appointments or upon immediate requests.
- Payment for services will be made through monthly invoices.

22. Will you use your own equipment, or you might have a need to lease/purchase it from us?
- Some locations may have their own equipment, but we are interested in reviewing options for leasing/ purchasing equipment.

23. Can you please provide the estimated spend for Translation Services in the previous year?
- We currently do not have this information available

24. For Translation Services are you able to provide volume breakdown by language (words/pages)?
- We currently do not have this information available

25. How many words of Translation Services were billed in the previous year?
- We currently do not have this information available

26. How many pages of Translation Services were billed in the previous year?
- We currently do not have this information available

27. Can you please provide additional information required for Turnaround Times for Translation Services?
- Translation services within 24-48 hours

28. Are there any specific linguistic qualification requirements needed outside of the ISO17100 qualifications?
- Translation and interpretation staff who have been trained in the ethics of interpretation (e.g., the need for accuracy and confidentiality in interpretation).

29. Please advise what the content type of your Translation Services requests will contain.
- All District-level, school level, and student-level educational translations. For example, District notices, school level flyers, surveys, applications, student IEPs, etc.

30. Will you require any integrations with your Content Management System?
- No

31. Please clarify how many words on average are expected to be turned around in 24-48 hours?
- Requests will vary but typically range 2-3 pages at 500-1000 words total.

32. What are the typical file formats for submitting translations?
    - Microsoft Word documents, PDF, and Google documents/ surveys.

33. Are there any specific technical requirements like file types, software or formats for submitting translations?
    - No

34. Will a translation memory database (TM), glossary, style guide or previously translated materials be supplied to the chosen vendor(s)?
    - No

35. Are there any 508 accessibility requirements for translated documents?
    - No

36. Will there be a client external or internal review process?
    - We are not sure at this time.

37. What are the TAT requirements for review edits?
    - Translation services requested within 24-48 hours

38. Are interpreters required to be certified by one of the entities mentioned or would they consider internal vetting process and overall compliance with ACA 1557 for qualified medical interpreters?
    - No, we would not consider an internal vetting process and overall compliance with ACA 1557 for qualified medical interpreters for we do not need medical interpreting.

39. Due to Covid-19 Restrictions, our offices are operating at a significantly reduced capacity. With that in mind, can the vendors submit their proposals via e-mail in an electronic format due to the existing restrictions caused by the global pandemic?
    - No, vendors cannot submit proposals via email or in an electronic format. Bids must be submitted in accordance with the instructions on page 1 of the RFP.

40. What is the estimated volume in words and/or pages and minutes for OPI/VRI services for this RFP?
    - Please refer to the table provided for Over the phone interpretation.
    - We currently do not have this information available for Video Remote Interpretation.

41. Should the bidder provide an insurance certificate with the response?
    - Yes

42. Should the bidder be qualified to do business in the State of Rhode Island before submitting the proposal or it can be done upon the contract award?
   - It can be done after notification of award but must be done prior to contract finalization.

43. Is there a minimum/maximum number of bidders the County is anticipating on awarding?
   - We may award to one or multiple bidders and we also reserve the right to award to no bidders. Whatever is in our best interest as a district. There is no minimum or maximum.

44. What was the monthly average amount of spoken language interpretation services requested for each language in hours for 2019 and/or 2020?
   - Please refer to the table provided on the last page.

45. Are there any additional documents that out of state bidders should provide?
   - Not at the time of bidding.

46. Written translation - Do you have a volume and list of languages needed in the past 12 months?
   - We currently do not have this information available.

47. Will you require any desktop publishing/typesetting for the translations?
- Note our main languages (Spanish, Portuguese, Swahili, Creole, Khmer, Arabic, and Quiche), but vendor should be able to provide typesetting for all languages (including Arabic and Khmer).
- Below is the list of all represented languages in our district:
   - Afro-Asiatic (Other)
   - Amharic
   - Apache languages
   - Arabic
   - Bambara
   - Bantu (Other)
   - Burmese
   - Chinese
   - Creoles and pidgins (Other)
   - Creoles and pidgins, Frenchbased (Other)
   - Creoles and pidgins, Portuguese-based (Other)
   - Danish
   - Efik
   - English
   - Fang
   - French
   - Ganda
   - Haitian
   - Haitian Creole
   - Hindi

- Hmong
- Igbo
- Indic (Other)
- Iranian (Other)
- Kachin
- Khmer
- Kinyarwanda
- Kru
- Kuanyama
- Lao
- Mayan languages
- Multiple languages
- Nepali
- Other languages
- Portuguese
- Pushto
- Quechua
- Quiche
- Rundi
- Russian
- Samoan
- Sango
- Sign languages
- Somali
- Spanish
- Swahili
- Tagalog
- Thai
- Tigrinya
- Turkish
- Twi
- Urdu
- Vietnamese
- Wolof
- Yoruba

Translation Questions:

48. Why is PPSD going to RFP for translation and interpretation services?
    - We will be completing the end of our contract option years with our current vendor.

49. How is translation and interpretation currently handled for PPSD? What are three things that need to be improved upon based on the existing service PPS receives?

- Most interpretation requests are requested by teachers and administrators in the district. Most of the interpretation requests are for immediate over the phone interpretation services. Translation requests are requested at the district level.
- Please refer to Question #15 for things that need to be improved. It has been difficult to track customer satisfaction after individual services are rendered. It would be helpful to allow customers to rate or provide feedback regarding their experience after each call/ video session.

50. Could you walk us through the process on how translation requests are made today?
   - Select district staff submit translation requests via email to the current vendor.

51. Does PPS receive translation memory cost savings on translations?
   - No

52. Does PPSD currently use a web-based platform or a portal to submit translation requests?
   - No

Interpretation Questions:

53. How many minutes were utilized in the current school year for over-the-phone interpretation?
   - Please refer to the table provided at the end of this document.

54. What percentage of interpretation requests will be onsite (in-person)? If an interpreter is not available for on-site, would over-the-phone be an option?
   - We do not currently track this information, but over the phone interpretation is an option.

55. Could you walk us through the process on how interpretation requests are made today (phone, in-person and virtual)
   - Over-the-phone interpretation is requested on-demand through our current vendor via phone.

56. How many schools will need interpretation support? How many requestors?
   - 41 schools and about 10 district departments. Every PPSD staff member should have access to request interpretation (about 2000 requestors).

57. Video Conference – what is the platform utilized?
   - The district generally uses Zoom and Google Meet for video conferences.

58. Does PPSD currently have access to an online reporting tool where you can track your current usage statistics for interpretation services?
   - No, our vendors generate reports for us.

59. What technology does PPSD currently use for call origination? Do calls originate on cell phones or another hardware?
    - Calls originate from cell phones and district phones.

60. What is the average length of call?
    - We do not currently track this information.

61. Are calls primarily in school settings, or with third parties at home?
    - Both

62. Are criminal background checks required for Contractor's independently contracted interpreters who would not have contact with students beyond providing interpretation services remotely over the phone or video to students, parents, school staff, etc?
    - Yes

63. Approximately how many minutes of immediate over the phone interpretation does Providence Public School District anticipate using per month, quarter, or year?
    - Please refer to the table provided at the end of this document for yearly over the phone interpretation usage.

64. Approximately how many minutes of immediate video interpretation does Providence Public School District anticipate using per month, quarter, or year?
    - We currently do not have this information available

65. Generally what times of day does Providence Public School District use immediate over the phone and video interpretation? Is usage at all seasonal?
    - We do not track this information.

66. In what contexts or for what types of sessions does Providence Public School District primarily use immediate over the phone interpretation?
    - School and education-related matters. For example, parent teacher conferences, announcements explaining school reports and evaluations to parents.

67. In what contexts or for what types of sessions does Providence Public School District primarily use immediate video interpretation?
    - School and education-related matters both in 1:1 settings with parents or larger group virtual events of more than 100 participants.

68. Does Providence Public School District primarily anticipate accessing immediate video interpretation using specific video conferencing platforms – Zoom, Webex, Teams, etc.?
    - Yes.

69. Of the 6 major languages listed, for which does Providence Public School District access interpretation most often? Is Providence Public School District able to provide a percentage breakdown?
    - Spanish. Please refer to the table provided at the end of this document.

70. Beyond the 6 major languages listed, can Providence Public School District provide any additional information about the languages for which it usually requires interpretation?
    - Please refer to the table provided at the end of this document.

71. Does Providence Public School District need separate invoices for each school or using entity, or does one monthly invoice with each school's usage details suffice?
    - One monthly invoice with each school's usage details will suffice.

72. Can Providence Public School District confirm that proposals must be submitted via mail, and vendors cannot submit proposals via email?
    - Proposals must be submitted via mail or hand-delivered. Vendors cannot submit proposals via email or in an electronic format. Bids must be submitted in accordance with the instructions on page 1 of the RFP.

73. Have you had any difficulties with the current incumbent?

- Please refer to Question #49.

74. How many companies are expected to compete for this RFP?

- We are not sure, but we have received questions from about 15 vendors.

75. Is there a budget allocated to this contract? If yes, how much?

- Budget allocated based on need and usage.

76. Why are you considering changing vendors?

- We will be completing the end of our contract option years with our current vendor.

77. What is your process for contract implementation?

- The vendor will work with the office of Multilingual Learners to ensure timely and effective contract implementation districtwide.

78. What are you looking to improve or achieve with the new vendor?

- District wide access to immediate/ timely interpretation and translation services.

79. Will you require any custom reporting?

- Please refer to the response for Question #8.

80. Do you currently have any languages on staff or have in-house interpreters/translators? If so, for what purpose?

- Yes. We have in-house translators/ interpreters for Spanish to support our translation/ interpretation needs at the school and district level.

81. Will you notify all participants of the results or only the awardee?

- The awardee will be notified. Vendors are encouraged to monitor the bidnet direct page for updates or contact the purchasing department if they have not heard anything by July 1, 2021

82. Do you have any restrictions on the use of offshore sources? If yes, please describe.

- Our expectation is that the work is completed by vendors and employees located inside the United State of America.

83. Do you require the successful bidder to run "brick and mortar" call centers (i.e., have facilities that house telephonic interpreters) or do you allow for a work from home model?

- We do not require "brick and mortar" call centers.

84. For particularly rare languages or dialects, are you willing to pre-schedule phone interpreting where the need for interpreter is known ahead of time?

- Yes.

85. It is the industry standard for over the phone interpreters to be secured a 30-minute minimum per call, does this apply to this contract?

- No

86. 86.. Do you currently utilize an online platform/portal for interpreter requests and scheduling? If so, is the (Contracting Agency) paying an additional monthly fee outside of the interpreting rates?

- No

87. Do you plan to use Video Remote Interpreting Services On-Demand, or will calls be pre-scheduled?

- It will be a combination of on-demand and pre-scheduled.

88. For the Video Remote services do you have requisite technology, such as sufficient internet speeds, a desktop/laptop computer or mobile device/ tablet, and any other adaptive devices that will help facilitate communication with the consumer?

- Yes

89. Will (Contract Agency) provide the VRI platform or would the bidder need to provide the platform?

- The bidder would need to provide the platform. Most video meetings will take place via Zoom or Google Meet.

90. How often are requests sent after normal business hours (8am-5pm Monday-Friday)

- Not often.

91. Will you require Desktop Publishing services for any translation? If so, what percentage per month?

- Some translations will require formatting. But we do not have a current projection of the percentage per month that we would need.

OTP 12-Month Usage

Language	Minutes	Billed Amount	Case Count
Spanish	82,659	$42,982.68	6572
Swahili	1,401	$1,008.72	138
Arabic	604	$434.88	52

Quiche	564	$233.28	36
Creole	535	$385.20	41
Portuguese	282	$203.04	32
Mandarin	109	$78.48	18
Ukrainian	96	$69.12	9
Hmong	74	$53.28	4
Burmese	68	$48.96	9
Farsi - Afghani - Dari	50	$36.00	3
Cambodian/Khmer	48	$34.56	7
Russian	46	$33.12	4
French	39	$28.08	5
Cape Verdean	36	$25.92	5
Kinyarwanda	32	$23.04	6
Tagalog	26	$18.72	1
Lao	18	$12.96	3
Portuguese Crioulo/Kriulo	16	$11.52	2
Nepali	14	$10.08	2
Tigrinya	13	$9.36	3

Turkish	13	$9.36	1
Wolof	13	$9.36	1
Japanese	10	$7.20	1
Iranian Farsi / Persian	9	$6.48	2
Minan	7	$5.04	1
Vietnamese	5	$3.60	2
Korean	4	$2.88	2
Mayan	4	$2.88	1
Quechua	3	$2.16	1
Luganda	2	$1.44	1